



TERMS AND CONDITIONS

By making a booking you are entering into a binding agreement with us.

As The Ivy Barn is a small family run establishment, we are unable to offer room service and there is no night porter facility.

Deposits

A non refundable deposit of £30.00 per room, per night is requested at the time of booking. We confirm every booking via e-mail (by post if requested).

Cancellations

There are often very good reasons why cancellations are made and all we ask is that you give us at least 48 hours notice.

If a cancellation is made outside of 48hrs of your arrival date you will be charged the amount paid for the deposit.

If a cancellation is made within 48hrs of arrival or you fail to turn up the full value of your stay will be charged to the card details you have supplied. No refunds will be given for early departures.

In any of the above cases except a 'no show' if we are able to resell the booking/room/s, only the deposit will be taken, any balance payments made will be refunded .

Non-availability of Accommodation

We would only cancel your reservation if your accommodation was unavailable for reasons beyond our control. We would, however, attempt to offer you alternative accommodation. If this was not possible, or unacceptable to you, then we would refund all monies paid by you for the reservation. Our liability would not extend beyond this refund.

Method of Payment

The balance outstanding on the booking is to be paid prior to departure from The Ivy Barn by cash, or credit/debit card, please note a small surcharge applies for payments made with credit cards; no surcharge applies for debit cards. Cheques are not acceptable.

Check-in time - is between 15:00 and 21:00, earlier or later by arrangement only. We do request an approximate arrival time at the time of booking. Arrival before or after these times is by prior arrangement. Please contact us directly if you require an earlier time to check-in to ensure that there is someone to greet you or are you are likely to arrive after 21.00. Out of consideration to all of our other guests who are coming to us for a peaceful and relaxing escape we prefer that check-in is before 21.00.

Departure

Guests are requested to check out of their rooms by 10.30am on the day of departure, unless otherwise arranged. We reserve the right to charge any guest, who has not vacated their room by this time, a subsequent night at the appropriate daily tariff. We are happy to safely store luggage if your planned departure time from The Ivy Barn is later in the day.

Breakfast

Breakfast is served from 8.30am until 9.30am in the Breakfast Room, earlier by arrangement. In the interest of Hygiene we do not allow Dogs in the Breakfast Room at breakfast or hot take-away food to be consumed within the rooms.

Special requirement

If there are any special dietary requirements we should be grateful if you can advise us of this when making the booking so that we can make the necessary arrangements if we are able. If there are any mobility difficulties please note that there is an outside stairs to the breakfast room.

Children

Well behaved children are very welcome at The Ivy Barn, accompanied by a responsible adult/guardian. There is no charge for children under the age of 3 years if bringing your own travel cot.

Parking

The Ivy Barn has a free car park. Guests are asked to park in this rather than the Pub car park.

We have space in our car park for 6 cars but ask all guests to consider others when parking. In busy periods, particularly when there is an event in the village, we will leave a cone out to stop non guests from parking in our car park. Please therefore move one of the cones so that you can park in our car park.

Damages and Breakages

Please take care whilst staying at our property. We kindly ask guests to report any damage to fixtures and fittings as soon as it occurs as this will help ensure that repairs, replacement or cleaning works are carried out immediately and may help reduce the risk of further damage. Whilst we understand that accidents happen, we do reserve the right to charge for any cleaning or replacement costs.

Liability

The management will not accept responsibility for any valuables lost or mislaid unless handed in for safe custody. The free, off road, car parking spaces are for patrons use, but we take no responsibility for any damages or losses incurred to vehicles in the car park, or property contained therein. Guests are reminded to take the usual precautions and not leave any valuables or other items on show in their vehicles. Our total liability to you is limited to the price of the booking and under no circumstances will we be responsible for any indirect or special damages.

Smoking

Due to the changes in law on smoking we have a strict non-smoking policy, this includes smoking with your head/arm or any part of your body out of the window which is prohibited. Guests will be asked to leave if suspected of smoking in any part of the building. Payments must be made in full with no refunds available and in addition a £100.00 surcharge will be made towards the cost of deep cleaning and deodorizing of the room. The £100 fee will be charged to the card details supplied to us.

Holiday Insurance

We advise our guests to take out holiday insurance in order to cover any unforeseen events. In the event of the possibility of a cancellation the balance payment may be recoverable via your insurance policy. @02

Dogs

Well-behaved dogs are welcome at The Ivy Barn. After all, even the dog needs a holiday and a good long walk enjoying the sights (and smells) of the beautiful South Hams countryside can be just what you both need to relax and unwind. We would appreciate it if you contact us beforehand if you have not already informed us that you will be bringing your dog/dogs. Dogs will be charged at £7.00 per dog per night. Please note that dogs are not allowed in the Breakfast room and that there are cats on site.

Please do not leave your dog(s) unattended unless you are on-site and contactable, and have also made reception aware.

As your dog's owner, you are responsible for cleaning any dog poop immediately.

Dogs are not allowed on any furniture inside the accommodation.

Bedrooms will be checked following your departure. If soiled, we may need to charge for additional cleaning.

Finally, we ask you to please respect other guests in the building and keep your dog(s) under control at all times.

Use of Wi-Fi

The provision of Wi-Fi services (excluding some restricted sites) are provided free of charge. However, we ask that due care and consideration is given to the amount and time taken downloading data and that all sites visited are of legal status only. Any downloads will be the sole legal responsibility of the operator. For safety purposes laptops should be turned off when left unattended.